K-SIM® SUPPORT

MAXIMIZE YOUR INVESTMENT
MAXIMIZING PERFORMANCE BY PROVIDING
THE FULL PICTURE

OUR MISSION
We shall earn the respect and recognition for our dedication to provide innovative and reliable marine electronics that ensure optimal operation at sea.

By utilising and integrating our technology, experience and competencies in positioning, hydroacoustics, communication, control, navigation, simulation, and automation, we aim to give our customers The Full Picture.

The Full Picture yields professional solutions and global services that make a difference enabling you to stay ahead of the competition.

OUR PHILOSOPHY
Our success depends on the success of our customers. Actively listening to our customers and truly understanding their needs, and then translating these needs into successful products and solutions is central to achieving our goal.

Our people are the key to our success and we empower them to achieve. Working together in a global network of knowledge, guided by our values, engenders innovation and world class performance.

Every day we have to think a little differently, because every client is unique. We aspire to translate the imagination and dedication of our staff into successful technologies and solutions. Our commitment is to add value to your operations by providing you with The Full Picture.

CONTENTS

WE MAXIMIZE YOUR INVESTMENT ........................................................................................................3
K-SIM SUPPORT SERVICES ..................................................................................................................4
LIFE CYCLE MANAGEMENT, LONG TERM SYSTEM SUPPORT PROGRAM ........................................6
STAY AHEAD, JOIN OUR PRODUCT TRAINING ..................................................................................8
USER FORUMS, CREATING THE FUTURE TOGETHER .....................................................................9
DIRECT CONTACT POINTS FOR SUPPORT .........................................................................................10
We are by your side
At KONGSBERG, we endeavour to work in close partnership with our customers - from project initiation, to installation and throughout the simulator system’s operational lifetime.

For promptly responding your support needs, KONGSBERG Global Support 24/7 team works from several locations around the world - whenever and wherever you need support.

In addition, we also have a dedicated K-Sim Support team providing service and support assistance specifically for simulator users. This team provides scheduled service and support as well as on-site emergency assistance.

World Class Support Program
To ensure your simulator system is always current and in line with the latest industry standards, we recommend our Long Term Service Support Program (LTSSP).

The LTSSP gives you a predictable annual cost throughout the simulator’s lifetime. The program can be adaptable to different support levels depending on the assistance you need in order to maximise your investment.

KONGSBERG takes pride in knowing that we will give your simulator investment an additional competitive edge by:

• Global 24/7 support
• Increased system reliability
• Continuous life-cycle support
• Easy upgrade solutions

WE MAXIMIZE YOUR INVESTMENT

We are by your side - KONGSBERG’s Global Support Centers provide support 24/7
The KONGSBERG K-Sim Support concept consists of a range of customised service- and support activities. Depending on your needs, you can choose:

- On-call assistance at standard service rates
- Long Term System Support Program (LTSSP), with the benefits of getting a quick response, scheduled updates and a predictable annual cost.

Global Support 24/7
KONGSBERG’s network of support centres, are always ready to provide technical and operational assistance for all product lines. Enquiries are registered by our support desk, solved on-line, or through a scheduled on-site visit.

On-call site visit
In case of a technical challenge that needs a quick response, our dedicated service engineers are ready to provide support at your training facility on short notice.

Scheduled visit
If you sign up for a LTSSP with Premium level, we will in addition provide regular visits, in order to maintain and update your simulator system according to industry standards and your individual needs.

Software update
Our products are continuously improved in line with new technology developments and industry requirements. With a LTSSP Premium support level, you are always guaranteed access to software updates on an annual basis.

PC hardware update
All our simulator systems have flexible design and can be extended with additional hardware step by step. PC hardware updates are offered to customers at a competitive cost. The LTSSP’s Premium support level enables regular updates that will maximise your system’s performance.

Customer Web Portal
For easy access to support and maintenance information, we offer you access to a Customer Web Portal. Here you will find current status of your support case, information about new software updates, course overview and other activities available for our customers.
Long Term System Support Program
As part of our K-Sim Support concept, KONGSBERG offers a Long Term System Support Program (LTSSP), which makes it easier to predict annual maintenance and service costs.

At an agreed annual rate, you will get scheduled support and annual software updates that will keep your system at optimum performance throughout its life span.

Our team has extensive knowledge of your system, which enables us to proactively inform you about recommended services, modifications and available updates.

The LTSSP concept includes three pre-defined levels of support, targeted to your individual needs:

- Basic
- Priority
- Premium

<table>
<thead>
<tr>
<th>LTSSP level comparison table</th>
</tr>
</thead>
<tbody>
<tr>
<td>Services Included:</td>
</tr>
<tr>
<td>24/7 global phone support</td>
</tr>
<tr>
<td>Access to a Customer Web Portal</td>
</tr>
<tr>
<td>Online tracking of reported support requests</td>
</tr>
<tr>
<td>Free attendance at KONGSBERG's User Conference</td>
</tr>
<tr>
<td>Assigned service technician</td>
</tr>
<tr>
<td>Remote assistance &amp; diagnostics</td>
</tr>
<tr>
<td>Emergency escalation procedure</td>
</tr>
<tr>
<td>Guaranteed availability of spare parts</td>
</tr>
<tr>
<td>Spare part discount</td>
</tr>
<tr>
<td>Scheduled on-site visit</td>
</tr>
<tr>
<td>On-call visit</td>
</tr>
<tr>
<td>Simulation system software update</td>
</tr>
<tr>
<td>PC hardware update</td>
</tr>
<tr>
<td>Extended hardware warranty</td>
</tr>
<tr>
<td>Scheduled training</td>
</tr>
<tr>
<td>3rd party system software update</td>
</tr>
<tr>
<td>System extensions and upgrades</td>
</tr>
</tbody>
</table>

Basic
The Basic Support level gives you access to helpdesk and basic support. With this level, you will get information about the latest product news and access to software downloads to facilitate troubleshooting.

Services included in Basic support level:
- 24/7 global telephone support
- Access to a Customer Web Portal for information on new product releases and software downloads
- Online tracking of reported support requests
Priority
This support level includes an assigned service technician who has extensive knowledge of your system and your utilisation of it, ensuring efficient troubleshooting of your reported service issues.

Services included in Priority support level:
- All services in the Basic support level
- Free attendance at the annual KONGSBERG Simulator User Conference for 2 persons
- Assigned service technician
- Remote assistance and diagnostics
- Emergency escalation procedure
- Guaranteed availability of spare parts
- Spare part discount

With availability 24/7 and remote assistance, this support level enhances the stability and uptime of your simulation system.

Premium
Premium offers the highest level of support and is customised to your needs. In addition to the benefits offered by the other support levels, KONGSBERG, proactively collaborates with you to continuously develop your simulation system.

Through planned activities during the service contract period, the simulation system will be updated with the latest software release and new hardware, if this is included in the agreement.

All services in the Basic and Priority support levels are included in the Premium support level, in addition you may choose among different support options.

Service options in Premium support level:
- Scheduled on-site visit
- On-call site visit
- Simulation system software update
- PC hardware update
- Extended hardware warranty
- Scheduled training
- 3rd party system software update
- System extensions and upgrades
Develop your potential
Investing in people’s abilities is the key to achieving long-term success. Our K-Sim Support concept comprises training courses for effective use and maintenance.

With training centres located around the world, we provide regular and tailored courses for your individual needs. Regular scheduled simulator courses include:

K-Sim Navigation/K-Sim Polaris/K-Sim Offshore
- Operator Course
- Advanced Operator Course
- Maintenance Course
- Hydrodynamic Modelling Course
- Exercise Area Modelling Course

K-Sim Engine and K-Sim Cargo
- Operator Course
- Maintenance Course
- Model Specific Course

K-Sim Dynamic Positioning (K-Pos DP)
- Operator Course
- Maintenance Course

The Art of Instruction & Assessment courses
As a supplement to simulator operator training, we offer your instructors courses in instruction and assessment. The Art of Instruction course gives a basic understanding of the concept of learning and the factors that promotes the learning process. The Art of Assessment course provides knowledge and understanding of the concept of assessment and how assessment is necessary to enhance the learning process. Both courses are based on IMO model course 6.09 and 6.10 and approved by DNV GL.

Tailored to your specific needs
In addition to standard scheduled courses, we offer tailor made courses specially designed to meet your specific training requirements. These can be delivered to your team at your own premises if you prefer.

When tailoring courses, we aim to deliver practical, interactive and results-oriented training to ensure that the knowledge gained is immediately applicable in the work situation.

Book a course
Please visit KONGSBERG’s web site to see the schedule of courses. You can also book customised courses through this web portal: https://trainingportal.km.kongsberg.com
Enhancing simulation competence
KONGSBERG strongly believes in collaboration and partnership with customers. Each year, we invite our customers to a User Conference with the aim of bringing people together to share experience and ideas and thus enhance the collective knowledge of the international simulation community.

Exchange of experience & new ideas
Attending a KONGSBERG Simulator User Conference is an excellent way to interact and network with other users.

During the conference, you will experience KONGSBERG simulator customers presenting ideas related to utilisation of our simulator systems, both within common pedagogical training as well as for special operations, engineering and research purposes.

Stay updated on latest trends and product news
Several maritime organisations are represented. You will receive news about industry standards, regulations and training trends, as well as the latest news on Kongsberg Maritime’s products, services and software releases.

Building the future together
You will meet KONGSBERG employees, from Sales Managers to R&D and Product Managers, as well as Customer Support engineers. By taking part and contributing to workshops, you can become a proactive part in shaping tomorrow’s simulation technology.

---

Every year, we gather simulator users for the annual KONGSBERG Simulator User Conference with the purpose of exchanging experience and new ideas, driving technology and competence further.
DIRECT CONTACT POINTS FOR SUPPORT

Main contact point for Global Support

Kongsberg Digital AS
Address: Bekkajordet 8a, 3189 Horten, Norway
Switchboard: +47 67 80 48 00
24/7 phone: +47 33 03 24 07
E-mail: maritimesimulation.support@kdl.kongsberg.com

Direct contact with local support centres

Kongsberg Maritime Holland BV
Address: Edisonweg 10, 3208 KB Spijkenisse, Netherlands
24/7 phone: +31 181 623611
E-mail: km.support.holland@kongsberg.com

Kongsberg Maritime Hellas SA
Address: 7 Gravias street, 185-45 Piraeus, Greece
24/7 phone: +30 694 32 22 407
Switchboard: +30 211 10 45 300
E-mail: km.support.hellas@kongsberg.com

Simrad Spain S.L.
Address: Partida Torres no 38, 03.570 Villajoyasa, Spain
24/7 phone: +34 96 681 01 49
Switchboard: +30 211 10 45 300
E-mail: km.support.spain@kongsberg.com

Kongsberg Maritime Simulation Inc.
Address: 170 Leonard Drive, Groton CT 06340,
United States of America
24/7 phone: +1 504 712 7906
Switchboard: +1 860 405 2300
Email: km.support.mystic@kongsberg.com

Kongsberg Maritime Pte. Ltd.
Address: 81 Toh Guan Rd East, #04-01/02 Secom Centre,
608606 Singapore, Singapore
24/7 phone: +65 986 22 881
Switchboard: +65 641 16 400
E-mail: km.support.singapore@kongsberg.com
We are always there, wherever you need us. KONGSBERG’s customer service organisation is designed to provide high-quality, global support, whenever and wherever it is needed. We are committed to providing easy access to support and service and to responding promptly to your needs. Support and service activities are supervised from our headquarters in Norway, with service and support centres at strategic locations around the globe – where you are and the action is.

As part of our commitment to total customer satisfaction, we offer a wide variety of services to meet individual customers’ operational needs. KONGSBERG’s support 24 is a solution designed to give round-the-clock support. For mission-critical operations, KONGSBERG’s support 24 can be extended to include remote monitoring. We can adapt the level of support needs by offering service agreements, on-site spare part stocks and quick on-site response arrangements.

Global and local support
We provide global support from local service and support facilities at strategic locations worldwide. Service and support work is carried out under the supervision of your personal account manager, who will ensure that you receive high-quality service and support where and when you need it.

Your account manager will ensure continuity and work closely with your personnel to improve and optimise system availability and performance. Under the direction of your account manager, and with a local inventory of spare parts, our well-qualified field service engineers will be able to help you quickly and effectively.

KONGSBERG DIGITAL AS - MAIN CONTACT POINTS
SALES & SUPPORT
Phone: +47 67 80 48 00 (Europe, Middle East & Africa)
Phone: +1 860 405 2300 (Americas)
Phone: +65 641 16 400 (Asia and Pacific)
Global Support 24/7 phone: +47 33 03 24 07

E-mail sales: maritimesimulation.sales@kdi.kongsberg.com
E-mail support: maritimesimulation.support@kdi.kongsberg.com